

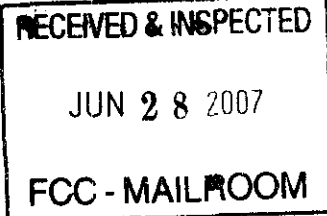


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KATIE C. MORGAN
DIRECTOR

TELECOMMUNICATIONS, TRANSPORTATION, WATER/WASTEWATER

June 25, 2006



Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, Southwest
Room TW-B204
Washington, DC 20554

Re: CG Docket 03-123: Annual Summary of Consumer Complaints Concerning
TRS for the State of South Carolina

Dear Ms. Dortch:

The Office of Regulatory Staff, TRS Administrator for South Carolina, and Sprint, TRS provider for South Carolina, have compiled the consumer complaint information requested under CG Docket No. 03-123 for the 12 months ending May 31, 2007. As required, this filing includes one original, four copies and two electronic disk copies. In addition, Sprint will provide the FCC call volume information under seal as stated in the attached June 14, 2007 letter.

Should you have any questions regarding this filing, please contact me at 803/737-0814.

Sincerely,

Katie Morgan
Director
Telecommunications, Water/Wastewater and Transportation

Cc: Ms. Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau

Enclosures

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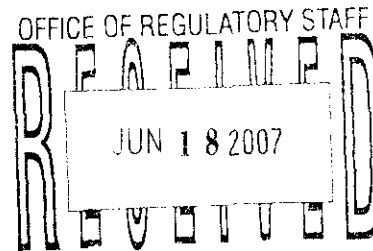


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905 State Street
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Missy Whatnough McManus
Relay Program Manager
Email: melissa.mcmanus@sprint.com

June 14, 2007

Ms. Dawn Hipp
Program Specialist
Office of Regulatory Staff
1441 Main Street
Suite 300
Columbia, SC 29201



Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Hipp,

Sprint has provided you the following information to support your filing with the FCC for the State of South Carolina:

- An annual Complaint Log which includes complaints received between June 1, 2006, and May 31, 2007, with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM-compatible format using Word 97 or compatible software) on or before Monday, July 2, 2007. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 2, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C417
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,



Missy McManus
Program Manager
Relay South Carolina

Attachments:

- 1) Log Sheets
- 2) CD

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FCC -

Complaint Tracking for South Carolina (6/1/06-5/31/07). Total Number of Complaints: 69

| Nature of Complaint | Date of Resolution | Explanation of Resolution |
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| TTY customer states that the agent disconnected her call before she was able to give the next number to dial. No time or date was given of the call. | 05/29/07 | Apologized. Follow-up requested. Called customer several different times to follow up, but was not able to discuss and she did not leave her answering machine on. |
| At 5:50AM on 5/21/07, voice customer asked the operator to repeat what was said by the TTY user. Operator said she cannot get involved in the conversation. Voice person is hard of hearing and all she wanted was clarification of what the operator voiced. Customer wants a call back from someone letting her know what she can do in the future in case she cannot hear or understand the operator. She has had no problems up until today. | 05/22/07 | Apologized to the customer and promised follow up. Leader met with agent and went over proper call procedure. Discussed the importance of following customer instructions. Agent understood. Contacted customer for follow-up. |
| Customer stated that she asked the operator to call a number from her FD list. There was no response from the operator. After several times typing hello the line then disconnected. | 05/15/07 | Apologized for the problem and assured that the complaint would be sent in as stated. Trouble Ticket opened; follow-up requested. Agent did not recall this particular call; however supervisor coached agent on appropriate call procedure. 5/15/07 4/25pm. Attempted to email customer and email through unsuccessfully. Forwarded information to SC Manager |

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| <p>TTY customer asked CA to call Shirley, gave the number to dial, and then the CA hung up on the customer.</p> | <p>05/10/07</p> | <p>This agent is no longer employed here.</p> |
| <p>VCO customer unable to be heard by the outbound party.</p> | <p>05/08/07</p> | <p>Apologized. Follow-up requested. Made some internal and customer's calls should now go through without a problem. Emailed customer with this resolution.</p> |
| <p>SC TTY user called to complain that agent dialed wrong number on FD list. Caller stated that she asked to speak to her mother but call her grandmother's house. Caller said that she tried to get agent's attention and then was left on hold for 5-8 minutes.</p> | <p>04/30/07</p> | <p>Apologized for the problem. Customer requests follow-up with agent supervisor. Met with agent who remembered that the customer specifically said call mom but did not say at grandmother's house. Agent demonstrated knowledge of how to use the FD numbers. Contacted customer via letter on 5/1/07 @ 8:15 am and stated agent followed instructions. Customer stated thought she typed at grandmother's house. Apologized for the miscommunication.</p> |
| <p>Customer stated that she is being blocked from calling long distance when using relay.</p> | <p>04/26/07</p> | <p>Apologized for the problem and assured that the problem would be reported and fixed as soon as possible. This is a known issue that has come about in the newest release. No further action requested. Due to the new release, the problem has been resolved.</p> |

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| <p>Didn't stop and answer TTY user when voice person was calling home and got TTY answering machine. TTY user tried to answer relay but got hung up on.</p> | <p>04/24/07</p> | <p>Thanked customer for feedback and forwarded complaint to correct center for follow up. Operator did not remember call but was coached on the importance of following customer instructions and not disconnecting callers.</p> |
| <p>SC TTY user told the operator to look in the FD for Mom, after 5 seconds customer said hello hello and hit announcer to let them know they were waiting. Customer saw signal light flickering then was disconnected.</p> | <p>04/18/07</p> | <p>Apologized to the customer. Customer would like follow up with supervisor via e-mail.</p> <p>Agent did not remember this call, but was coached on importance of not disconnecting calls and following customer instructions. Also advised the agent of the consequences of disconnecting calls. Supervisor e-mailed customer.</p> |
| <p>TTY customer dialed 711 to reach Relay SC and agent typed very slow with approx five seconds between words. Caller attempting to call pharmacist March 31. Agent typed "are you there" and customer replied yes, but no further response was received. Customer finally disconnected and made call thru different agent.</p> | <p>04/17/07</p> | <p>Apologized for problem and advised it may have been a misunderstanding. Customer requested contact via e-mail from supervisor. Agent who didn't remember this particular incident, however, stated if he typed "are u there" there must have been a response from the customer. Agent understood the importance of staying focused on all calls and if a problem occurred to immediately get a supervisor. A follow up email was sent to the customer 4/1/07.</p> |
| <p>This caller tried placing an Internet call that began routinely, but when the text "Who do you want to talk to? GA" was received, was unclear if it was the operator's question, or that of an intruder in the house s/he was calling. The caller replied: "I wish to speak with the resident at the number I am dialing GA" and received "Do you want to make a call or what? GA" in response. When the caller requested a supervisor, s/he was disconnected by the operator.</p> | <p>04/17/07</p> | <p>Although it was not perfectly clear which questions were asked by the outbound person (if any) and by the operator, I apologized for the disconnect. The caller declined a follow up, commenting that s/he does not have a lot of faith in Spokeo. Supervisor spoke with agent who remembered this call. Agent didn't remember them asking for a supervisor and did not disconnect the call. Agent was coached on the importance of demonstrating a warm and friendly demeanor when speaking with customers.</p> |

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| <p>Call took place today at 3:07 PM; caller gave agent a FD number to dial and agent typed (one moment pls... dialing local nbr ringing 1.....2.....3.....4.....(M) HELLO (RELAYING UR INFORMATION) RECEIVER SAID FOR WHO? GA Caller then interrupted and asked operator why he was relaying the information without typing out (ASKING FOR MOTHER). Caller waited for an answer and received no response for few seconds-then caller said "HELLO " and explained she was calling for her mother, and operator should just ask if she was there. Caller said agent just typed (REDIALING). She asked a few times what was going on and operator never responded.</p> | <p>04/17/07</p> | <p>Caller would like follow-up from supervisor. Coached th on the importance of keeping the customer informed w a FD number to dial. Agent understood. E-mail was se customer 4/17/07 informing agent was coached.</p> |
| <p>Accuracy of captions</p> | <p>04/13/07</p> | <p>Customer shared feedback regarding accuracy of capt Apologized for incidence and thanked customer for the feedback and suggested customer document the date, CA number for more specific follow up.</p> |
| <p>TTY customer dialed Relay SC 711 on March 31 and no gender typed for agent ID; agent typed "actually I'm sorry your call came into the wrong person I am not a CS rep do you mind if transfer?" Customer allowed transfer then call disconnected. Customer wants to know why the call came in on wrong line when she dialed 711 from SC.</p> | <p>04/12/07</p> | <p>Apologized for problem encountered; follow up request supervisor via e-mail. Emailed customer and explained operator at this time is using 2674 and if she had a bet number to email it back to me for further investigation.</p> |

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| <p>SC TTY customer said thank you to the relay operator, and the relay operator did not respond. The customer hit the announcer of TTY user but did not work. Customer then typed hello GA there is still no response.</p> | <p>03/19/07</p> | <p>Apologized to the customer. Follow up requested from supervisor via e-mail. Agent was in the final days of training was very new. Did receive further training and completed training course. Trainer contacted the customer via e-mail.</p> |
| <p>Caller said agent disconnected her in middle of important call. Caller said this has happened several times and would like to be contacted by management.</p> | <p>02/22/07</p> | <p>Apologized for the problem; follow up requested. Met with supervisor who did not remember this actual incident. However, there have been problems with Internet calls dropping and trouble reports were being submitted for this problem. Followed up with customer via e-mail 2/26/07. Customer understood and was thankful for the follow up.</p> |
| <p>Operator was very rude and difficult to understand. When voice person requested that the operator repeat a misunderstood sentence, the operator refused, saying not involved in the call. After TTY user hung up, the voice person requested the operator's id number, and then to speak to a supervisor but the operator hung up on her. Customer wants operators to know they need to speak clearly and repeat misunderstood info as necessary as she is a nurse trying to speak to her patients' families. She would like a call back so she knows this will be resolved.</p> | <p>02/21/07</p> | <p>Apologized to customer. Operator number given by the customer was not in use that day. Called the voice customer and explained the situation with the invalid operator number. The voice customer said she would try to get in touch with the user to see if s/he had a print out of the conversation. The voice customer would contact relay, either through customer service, or by calling into the call centers to speak to a supervisor. Voice customer has not called back with an operator number to follow up with; contact is being closed.</p> |
| <p>Operator guessed on garbling (instructions given after FD name given) instead of asking to repeat. Therefore call was not processed as requested.</p> | <p>02/20/07</p> | <p>Team Leader coached CA on proper macro for garbled messages. Also coached CA on disabling the turbo command slowing down typing speed to prevent garbled messages. If the command doesn't work, CA should notify a supervisor.</p> |

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| <p>Voice customer stated that three times this morning a call was placed to their residence and each time the agent did not announced VCO call nor requested for a VCO customer. She would immediately get a TTY tones. Felt that those agents requires additional training in this aspect. Unable to provide the agent ID number upon request.</p> | <p>01/30/07</p> | <p>Voice person then was advised to obtain the agent ID when this occurred again some time in the future for a with the agent. Voice understood and stated that she'll their id next time. No follow up needed.</p> |
| <p>Customer asked operator to dial FD under Grandma and to please speak to K.C. from April. The operator dialed and asked for Grandma instead of K.C. The operator did not wait for the GA prior to dialing so when she dialed, it split the TTY user's instructions.</p> | <p>01/22/07</p> | <p>Met with the CA, who admitted to the mistake and apolo Supervisor stressed the importance of being patient and sure customer instructions are understood. Supervisor several attempts to contact customer over a three-week reached a busy signal each time.</p> |
| <p>Customer filed a complaint two weeks ago and requested a letter for follow-up. So far has received nothing.</p> | <p>01/08/07</p> | <p>Sent letter to customer (since phone # was not provide customer to call Customer Service to provide details about concern.</p> |
| <p>Customer was upset that her FD list is blank and wants it fixed ASAP.</p> | <p>01/01/07</p> | <p>When supervisor pulled FD list up, it was empty. The agent nothing wrong. Asked that a trouble ticket be filled out and corrected right away. Non-agent error.</p> |

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| <p>Agent wouldn't type anything to VCO customer after VCO gave instructions - no response from agent.</p> | <p>01/01/07</p> | <p>Agent stated call could have came in on wrong line, did not remember this incident. Agent demonstrated knowledge of correct procedures to process this type of call.</p> |
| <p>Caller wanted agent to connect 800 number to TTY (Chase Bank TTY line). Agent did not connect her and hung up.</p> | <p>01/01/07</p> | <p>Met with agent who stated she dialed the number as requested and did a TTY to TTY call which was proper procedure. Follow up requested.</p> |
| <p>Caller wanted agent to connect 800 number to TTY (Chase Bank TTY line). Agent did not connect her and hung up. Number reached a recording that all agents were busy and to hold for next available person. Agent connected when TTY tones and then the line disconnected.</p> | <p>01/01/07</p> | <p>Forwarded to Team Leader for coaching. Talked to agent who explained that she didn't disconnect on the customer herself; the customer did then the agent was automatically logged out, so anything that happened after that she had no knowledge of. So, non-agent error.</p> |
| <p>SC VCO user called to complain that a FD number did not show up in his database to the relay agent. Customer stated that this had happened before.</p> | <p>12/18/06</p> | <p>Apologized for the problem and entered Trouble Ticket. Customer did not request follow up. Database issue has been corrected.</p> |

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| <p>Customer trying to get a hold of dad (VCO user). All she gets is fax tones or a dead line. She demanded that the problem be fixed because father is in a nursing home and if he gets injured or dies she will sue the center because she can not get a hold of him.</p> | <p>12/07/06</p> | <p>Customer was rude and direct to the supervisor and could do anything wrong. May be issue with father's phone. Taken with agent. Non-agent error.</p> |
| <p>Voice customer placed call thru SC Relay to TTY user at business number, requesting a specific person. The voice person answering business phone didn't understand the call and said the person didn't work there. Voice customer knows the TTY user does in fact work at that business. Voice customer tried to request the number be redialed by operator, but the operator hung up.</p> | <p>12/05/06</p> | <p>Apologized for the problem; customer requested complaint filed to management but did not have agent ID #. No follow up. Without an agent ID number, specific agent coaching not possible. The customer did not want a follow up, therefore further investigation is not possible.</p> |
| <p>Customer called 711 and the CA who answered asked for the number to dial. I gave the number but said 'never mind, call this number instead.' The operator kept dialing the first number after I said not to.</p> | <p>12/04/06</p> | <p>Apologized to the customer for any inconvenience this may have caused. Trainer coached the agent on the importance of following customer's instructions. No follow up requested.</p> |
| <p>Customer stated that CA 8315 was "Nasty, terrible, and then hung up on me."</p> | <p>11/30/06</p> | <p>Supervisor had a discussion with the operator who was unable to recall any negative situation with any customers, but was receptive to coaching about providing excellent customer service. Operator recalled a customer who was upset about an answering machine not being able to record a message, which was an answering machine glitch, not a relay issue.</p> |

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| Customer addressed a concern of a 25-minute hold time. | 11/28/06 | Apologized to customer and informed her that we would get into the situation and that we value her business. She requested a follow up call. Supervisors looked into this situation and realized it was a result of the problems in the network we were having during that time period. Overtime is being posted whenever needed. |
| Operator kept sending over and over again. Customer said operator made her/him upset, so s/he called the operator stupid. She then told me to find another operator to do her call! | 11/14/06 | Apologized to the customer. This agent ID number is currently unassigned therefore further investigation is not possible. |
| South Carolina doctor's office unable to dial SC Relay. | 10/26/06 | Apologized for the problem and opened Trouble Ticket. Follow up requested. The issue has been resolved. |
| Customer complained that agent was only typing numbers to her - just 7's. | 10/20/06 | Met with agent who stated she does recall a VCO call in which the caller said to the voice something like "This agent is saying gibberish and number, she must want us to hang up." Agent stated she immediately disabled Turbo Code and the two continued to speak with no other problems or garbling. Agent stated she didn't do a Trouble Ticket on the call as it seemed to only happen briefly and was immediately fixed by disabling turbo code. No follow up requested. |

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| <p>SC VCO user branding is not there when calling into relay. The branding is there when customer calls into customer service.</p> | <p>10/18/06</p> | <p>Apologized to the customer and turned in Trouble Ticket. Customer does not need follow up. A test call was made. Tech and the customer's number came in as a VCO. Agent checked the database and it too states the customer's number is branded VCO. No follow up requested.</p> |
| <p>SC VCO customer is unable to reach a number, because her caller ID is showing as blocked. This has been happening for about a year now, off and on.</p> | <p>10/02/06</p> | <p>Apologized. Checked caller ID and it is set to send. Opened Trouble Ticket. Follow-up requested. Due to the caller ID implementation, the problem was resolved.</p> <p>Customer was satisfied. However, Sprint is re-investigating and will provide another resolution within the required 10 business days.</p> |
| <p>VCO customer gave the agent the number to dial and she is positive the agent had the number but the agent never out dialed. The customer had to hang up. The call occurred at 7:50 PM on 9/29/06. .</p> | <p>09/29/06</p> | <p>Apologized. Follow-up requested. Met with agent who did not remember this incident but demonstrated proper knowledge of dial out procedure. Agent was coached to send one more call please and notify a supervisor if having problems dialing. Contacted customer via land line 10/18/06 and apologized for her inconvenience and explained agent was coached. Customer was satisfied with explanation and was thankful for the follow up call.</p> |
| <p>VCO customer is not being heard via VCO even though she is branded VCO.</p> | <p>09/29/06</p> | <p>Apologized and opened Trouble Ticket. Follow-up requested. The branding issue has been resolved.</p> <p>Customer was satisfied. However, Sprint is re-investigating the issue and will provide another resolution within the required 10 business days.</p> |

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| <p>Customer asked agent to dial a number and the agent kept asking the VCO to repeat the number. Agent dialed the wrong number.</p> | <p>09/13/06</p> | <p>Apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. No follow up requested. Agent was coached by Team Leader on how to process branded VCO calls and dialing the correct number.</p> |
| <p>Customer gave agent number, who kept asking to repeat the number, then proceeded to dial wrong number.</p> | <p>09/13/06</p> | <p>Apologized for inconvenience and assured this would be forwarded to supervisor. No follow up requested. Agent was coached by Team Leader on how to process VCO calls and dialing the correct number or getting help if necessary.</p> |
| <p>SC voice caller called to complain that agent was rude during a phone call to her mother. The VCO user was getting garbling and caller asked agent to repeat typing what she said to her mother he said he could not do it and was part of the conversation. Caller said that agent was not responsive to her when the VCO caller could not read the conversation.</p> | <p>09/09/06</p> | <p>Apologized for the agent's behavior and explained operation. Customer requested follow-up. Agent was not scheduled to work on that day and the ID number was assigned to a male agent. Contacted the customer and discussed this incident. The customer reiterated the situation and provided additional information as well. I explained that the agent did not work that day and that it was assigned to a female agent. The customer was absolutely sure that it was a male agent and elaborated the tones that he used. She appreciated me checking into this and that this is once in a while occurrence that she experienced.</p> |
| <p>Caller typed phone number and intended to type "ask for ..." but CA dialed phone number as soon as it was given.</p> | <p>09/08/06</p> | <p>Agent was coached on the importance of waiting for the caller before dialing out. Agent understood. No follow up requested.</p> |

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| <p>Customer stated after agent made one call and the voice hung up, she asked the agent to please dial again. Customer stated she waited for the agent to dial but he never did. Customer stated the agent hung up on her.</p> | <p>09/05/06</p> | <p>Apologized for the inconvenience and stated this would be forwarded to supervisor. Customer would like follow up via email. Operator was not working at this time. I emailed customer to check on their TTY printer tape to verify operator number. Customer did not keep the tape. No follow up on this matter since the operator in question was not working at the time of the complaint. The customer stated they will keep the paper the next time they have a question/concern about an operator.</p> |
| <p>SC TTY customer called to complain that agent dialed the wrong number and did not type out message. Customer stated this happened on 8/28/06.</p> | <p>09/04/06</p> | <p>Apologized for the problem. Customer did not request. Coached CA to pay attention to the number given and correct number before dialing out. Duplicate ticket.</p> |
| <p>TTY customer gave agent 2 different 800 numbers to dial and was not sure if one would be answered by TTY, and said if answered by TTY to go ahead and connect call TTY if answered by voice to relay call as normal. Agent was very slow in responding to the caller. Caller did not understand what was going on and was very upset.</p> | <p>09/01/06</p> | <p>Apologized to the customer for any inconvenience this may have caused and that this CA will be met with and coached by the supervisor. There isn't enough information on the call to know what happened; CA did not recall the details of the call so I asked them to go over the proper steps and procedure for setting up a TTY to TTY call, connecting to both a TTY and Voice outbound. The CA demonstrated correct procedure and call processing knowledge for both call types.</p> |
| <p>TTY customer placed a call on 8/25/06 at approximately 11:35 AM and states that the agent dialed the wrong number and when the customer brought that to her attention, the agent blamed the TTY customer for the problem.</p> | <p>08/30/06</p> | <p>Apologized. No follow-up requested. The agent number identified by the customer is not assigned to any employee. Supervisor on duty responded to an assist request with a different agent and also completed a transfer to customer service.</p> |

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| <p>SC TTY user complains after giving agent entire #, part of the # was misdialed. Customer tried interrupting and the agent dialing wrong again. Apologized, then customer hung up in a hurry.</p> | <p>08/28/06</p> | <p>Discussed this incident with CA, who dialed out and quickly realized that the number given was 6 digits. CA politely asked TTY customer to provide a full 7-digit number before dialing out, however the customer disconnected the call. Coached CA to make sure of 7 digits before dialing out.</p> |
| <p>TTY customer placed a call through relay on 8/25/06 at approximately 11:35 AM, and the wrong number was dialed. The customer asked for a supervisor and explained the problem to the supervisor but feels the supervisor did not pay attention to the customer's issues but only listened to the relay agent instead. Customer also states the supervisor was rude.</p> | <p>08/25/06</p> | <p>Apologized. No follow-up requested. Supervisor confirmed number on the screen to that dialed by the agent and explained to the customer what number was received. Supervisor informed customer we would be glad to dial another number if they wished. The customer requested to speak to Customer Service and was immediately transferred.</p> |
| <p>Customer stated agent would not dial the phone number and she was kind of lazy, said she was sleepy.</p> | <p>08/22/06</p> | <p>Apologized for the inconvenience and assured this would be forwarded to appropriate supervisor. Follow up via e-mail requested. Coached CA to stay focused to the processing of relay calls and attuned to customers' requests at all times with mailed customer.</p> |
| <p>SC TTY user complained agent hung up in their face and felt this was disrespectful.</p> | <p>08/18/06</p> | <p>Apologized, and explained I would let the supervisor know if contact wanted. Operator did not remember this call, but was coached on the importance of not disconnecting calls. A supervisor advised the agent of the consequences of doing so.</p> |

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| <p>SC VCO customer called to complain that his number showed as "blocked" when he called a specific number, even when the agent unblocked it, so he could not get through.</p> | <p>08/17/06</p> | <p>Apologized for inconvenience. Set caller ID to automatically send in customer database. He called again to say it was not working. Opened Trouble Ticket. Follow-up requested. Caller ID system has been corrected.</p> <p>Customer was satisfied. However, Sprint is re-investigating and another resolution will be provided within the required days.</p> |
| <p>CA answered call but never typed that the number was being dialed. Said nothing then cut customer off and hung up.</p> | <p>08/15/06</p> | <p>Apologized for the inconvenience. Follow up requested. Team Leader met with agent. Agent was told to always provide number and to send the dialing macro. Went over proper procedures. Agent understood. 9/12/06 @ 12:48pm called customer. TTY users machine was broken, left message for fiancée.</p> |
| <p>SC VCO customer called to complain a second time that operators are unable to hear her when she calls. Even though she is branded properly as VCO, the VCO does not turn on and agents tell her they have to open the bridge manually.</p> | <p>08/14/06</p> | <p>Apologized. Opened another Trouble Ticket. Follow-up requested. The VCO branding was corrected. Customer was satisfied. However, this is being re-investigated by Sprint and another resolution will be provided within the required time.</p> |
| <p>TTY customer requested FD# and had no response from agent for short time then agent typed "pls hold," then disconnected customer after 1 minute. Customer reported seeing flashing light on TTY and reported the agent could have been talking causing the indicator to flash within a few seconds the agent disconnected customer.</p> | <p>08/10/06</p> | <p>Apologized; customer requested follow up. Team Leader met with the CA and went over the frequently dialed procedures. CA did not remember the call but was glad for the retraining.</p> |

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| <p>SC VCO user called to complain that the agent kept him waiting before outdialing his call. Caller also complained that when asked for the supervisor the agent told him that the supervisor was too busy to come to the phone.</p> | <p>08/04/06</p> | <p>Apologized for the problem. Supervisor coached the customer on the importance of dialing the number within 5 seconds. Customer typed GA, or send "one moment pls" if u th taking longer than 5 seconds. Agent stated say a sup was not too busy, however, does know the consequences of doing such. No follow up requested.</p> |
| <p>Customer stated he called in and typed vco please and the agent did not type voice now to him. Customer stated he was very upset agent didn't know how to do a VCO call.</p> | <p>08/04/06</p> | <p>Supervisor apologized to the customer and assured t be forwarded to appropriate supervisor. Customer rec follow up via e-mail. Operator is no longer with the co mailed customer to apologize for the inconvenience.</p> |
| <p>SC VCO customer called to complain that when asking for VCO that the agent typed "GA" instead of "voice now."</p> | <p>07/28/06</p> | <p>Apologized for the problem. Customer did not request. Supervisor met with agent who did not recall circumstances of this nature, but demonstrated knowledge of a VCO c</p> |
| <p>Agent dialed out, reached ans. mach. and typed (ANS MACH PLAYING LEAVE F VOICE Q) Then agent hung up on VCO.</p> | <p>07/24/06</p> | <p>Supervisor met with agent who did not remember this was coached on the importance of not disconnecting. Agent demonstrated procedural knowledge of recording. Supervisor advised the agent of the consequences of doing so. No information given for further investigation.</p> |

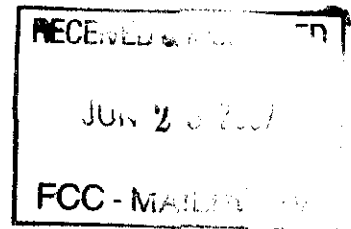
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| <p>SC TTY customer called to complain that when she asked that the agent dial a toll free number and tell her what option 3 was, the agent typed "Hold please" and transferred her to OSD instead of processing the call.</p> | <p>07/10/06</p> | <p>Apologized for inconvenience. Followed up with customer by phone due to the concern on this being a duplicate complaint. Explained to customer the same complaint was submitted to the same agent last week but no follow up was requested. Customer stated she didn't remember if she had submitted the complaint already, the agent only did this once. Agent was coached on the importance of following customers instructions and not making decisions on behalf of the customer. Agent understood the situation. Customer seemed satisfied.</p> |
| <p>Customer stated that she is able to dial into relay, but whenever relay dials an outbound number for her they always reach a fast busy signal. She is not able to make any outbound calls. She says that she has submitted numerous complaints asking for a Sprint technician to call her back but no one from Sprint has called her back. She has contacted her local phone company and was told that the problem was with the relay system.</p> | <p>07/07/06</p> | <p>Reassigned to Account Manager. Internal update was performed twice and no problems were listed. Called customer on 4/27 to follow up, no answer nor answering machine.</p> |
| <p>TTY customer got constant fast busy signal when attempting to dial through SC Relay.</p> | <p>07/06/06</p> | <p>Apologized for the problem and opened Trouble Ticket. Follow up is required for problem resolution. The busy signal issue has been resolved.</p> |
| <p>Customer complained that the agent did not respond quickly enough and did not communicate information clearly during several calls placed. Customer requested supervisor assistance and was told no supervisor was available.</p> | <p>07/04/06</p> | <p>Apologized for the customer's difficulties and assured her there would be a follow up e-mail from a supervisor. Followed up with customer for further investigation of the complaint. Customer informed me she did not remember the agent ID number and know nothing could be done without it. Customer stated she wrote the agent number down but misplaced the paper. Customer stated will make sure to have the paper next time.</p> |

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| <p>Customer has Time Warner Digital phone service on home phone and gets a fast busy signal when dialing 711. Has no problem connecting from cell phone. Customer would like someone to call back and let her know if there is any known connection between the digital phone service and problems connecting to 711. Thanked customer for calling. Provided the caller with the 800 voice relay number so she can still call her friend.</p> | <p>07/04/06</p> | <p>The customer was satisfied.</p> |
| <p>CA had technical problems. thought the microphone was on mute and said "shit." Voice person complained about inappropriate language and asked that supervisor speak with CA.</p> | <p>06/30/06</p> | <p>Forwarded the complaint on to the agent's supervisor for counseling on floor etiquette.</p> |
| <p>VCO customer coming into relay on the Voice line although she is showing branded VCO.</p> | <p>06/24/06</p> | <p>Apologized, opened Trouble Ticket. Follow-up request branding issued has been corrected</p> |
| <p>Customer's typing of instructions was garbled. Customer had written message to read in case an answering machine was reached. CA read message when a live person answered the phone. Customer did not want message read to live person.</p> | <p>06/23/06</p> | <p>Complaint was forwarded to agent's Team Leader for c</p> |

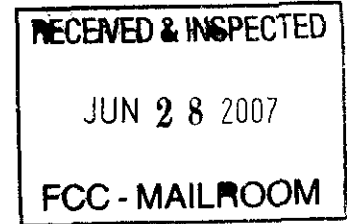
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| <p>Customer complained that she tried to tell the operator she wanted the Craft Department but was constantly interrupted.</p> | <p>06/23/06</p> | <p>Apologized to caller. Follow up requested. Supervisor met with agent who did not recall circumstances. Agent was coached on the importance of remaining patient and waiting for the customer to provide the necessary information. Agent understood the importance of VCO calls. Followed up with customer 6/29/06.</p> |
| <p>For past few days, customer has had trouble reaching SC Relay's voice number (800-735-2905).</p> | <p>06/20/06</p> | <p>Called the number and was able to connect to operator. Operator provided 711 access number.</p> |
| <p>VCO customer asked to voice and the agent typed GA for voice now, but the agent did not know what he/she was doing and seemed very impatient. Did not follow procedures very well.</p> | <p>06/16/06</p> | <p>Apologized to the customer. Met with agent who stated the problem she remembered having with a VCO customer was that she didn't get the number the first time and asked the VCO customer to repeat the number. After receiving the number the 2nd time the call was processed with no problems at all. Follow up requested; agent demonstrated procedure knowledge of VCO calls.</p> |



STATE OF CONNECTICUT
Commission on the Deaf and Hearing Impaired
67 Prospect Avenue, 3rd Floor Hartford, CT 06106-2980



June 26, 2007



Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03- 123

Dear Ms. Dortch:

Enclosed is the State of Connecticut's Annual Telecommunications Relay Service Complaint Log summary. This submission fulfills the mandates established by the Federal Communications Commission.

If you have any questions or require additional information, I can be reached at (860) 231-8756.

Sincerely,

Stacie J. Mawson
Executive Director

SJM:cfr

Enclosures

cc: Patricia Reilly, Supervisor of Technical Analysis - Telecommunications
Connecticut Department of Public Utility Control

Mike Finneran
Account Manager - Relay Connecticut

No. of Copies 0
List: _____

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Complaint Tracking for CT (05/31/2007 - 06/01/2006) Total Customer Contacts: 30

| Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
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| 01/07 | Customer emailed stating her calls to a business were continually disconnecting through relay. The party answering insisted that he did not hang up as the CA kept typing to the customer. This was verified by her relative who called the business on her behalf. Date of call was 3/20/07 at 8:37 AM. Customer also indicated that she had to keep repeating. | 03/21/07 | Forwarded the email complaint to CS and copied. Follow up requested. Operator expressly stated s have any calls in which anything like this took place does not remember any outbound customers handling the whole day. Supervisor coached operator on v the situation if it does happen in the future. |
| 06/07 | Disconnect/Reconnect during calls | 03/06/07 | Advised customer to try the CapTel on another jack home. Also recommended contacting the phone c ensure the line can support data transmissions. |
| 05/07 | Service - General | 03/05/07 | Technical problem identified. Resolution provided provider. |
| 07/07 | TTY customer is not able to place long distance calls because it appears that the notes are not appearing to the agents but do show to RCS. The calls happened 2/7/07, at 1:30 PM and 1:50 PM. Internal update performed. | 02/07/07 | Apologized, Trouble was issued. Follow-up request database and have contacted customer to make s are appearing correctly. Everything has been reso customer has contacted us and informed us that h |
| 05/07 | TTY customer database info regarding carrier of choice was not available to CA; information was entered 1-25-07 but not available to operator 1-31-07. Caller unable to make long distance call | 04/09/07 | Apologized for problem and Trouble Ticket was iss Customer requested contact. We tested several ti time the info was showing up correctly. The custom information indicates SBC as primary COC and ot present accurately. Customer indicated all is work |
| 09/07 | VCO customer reported branding not appearing to CA. | 01/11/07 | Apologized, and Trouble Ticket was issued. Custo request contact. After rebooting the server, custom showed up for tech when he made a test call and been resolved. |
| 08/07 | Customer complained that relay was slow. | 01/08/07 | Forwarded on to correct center for follow-up. Adv to make sure to type the best possible during ever Average typing speed for this operator is 61.5 wor |

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| 07 | Agent typed too slowly. | 01/08/07 | Forwarded on to correct center for follow-up. Coach advised operator to make sure to type the best possible every call. Average typing speed for this operator is |
| 06 | Customer stated when she received an Internet relay call, the person asked for her by name and said they had just stolen her credit card and would continue using the card. When the customer asked the agent to get a supervisor, she was told she could not speak to a supervisor. She then explained that her card had just been stolen that day. She reported this problem to the bank and she insisted on speaking to a supervisor. The agent typed everything back to the caller even after the person told her to stop typing to the caller. | 12/07/06 | Apologized for the problem and assured that the card would be turned in as stated. Non-agent error. CA did nothing by typing what customer had to say and asking from TTY user to speak to supervisor. Agents not allowed to ask for supervisor without inbound permission. No problem given. |
| 06 | CT VCO customer reported that he has been unable to make LD calls. He receives a recording that says, "access to this network is not authorized." Customer says this has happened even more frequently over the past week. | 11/17/06 | Apologized for inconvenience. Opened a Trouble Ticket. Follow-up requested. Unable to duplicate. Contacted customer and set up his profile for long distance calls. Customer is satisfied. |
| 06 | CT VCO customer stated s/he requested not to leave a message but the agent expected her/him to leave a message. Customer also stated this agent asked to repeat number to dial three or more times and then disconnected the call. | 11/08/06 | Apologized; no follow up requested. Agent was coached by Team Leader on the proper procedure for VCO's voice. The CA could not understand the VCO user to have him listen in to get the number. |
| 06 | VCO customer was upset that the operator did not place another call for customer. Said the operator response was "this connection will not outdial." | 11/03/06 | Apologized to customer and assured customer information would be forwarded on. Team Leader coached agent on proper call procedures and the importance of following customer instructions. Note: This agent was placed on Corrective Action Plan for similar customer complaints. |
| 06 | VCO customer uses AMR and agent advised customer to hold and got assistance. VCO customer said the calls were taking too long to get the messages. | 11/27/06 | Apologized. No follow-up requested. Reviewed AMR procedures with agent. Agent understood and apologized. |

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| 27/06 | VCO customer called asking for AMR and there was no response from the agent after the opening statement of voice or type now. This call occurred on 10/17. | 11/27/06 | Apologized. No follow-up requested. Discussed p agent. Agent did not recall this particular call but how to handle VCO and apologized for the problem. |
| 27/06 | VCO customer said he had to call through three different operators in order to get messages using AMR and agent was only able to get 1/2 of the message. This call occurred on 10/17/06. | 10/29/06 | Apologized. No follow-up requested. CA stated remembered customer who always calls for AMR requested help previously. She stated she did the could. Educated her to call for a supervisor if there problems. |
| 27/06 | VCO customer used AMR quite frequently and agent seemed to have a really hard time with it. Customer states it took nine minutes before the agent was able to retrieve his messages. | 10/27/06 | Apologized. No follow-up requested. Agent has b vacation since complaint was filed. Team Leader on AMR procedure and Trainer worked with agent training when she returned from vacation the week |
| 27/06 | VCO customer received garbling from agent and agent was explaining relay when the notes say not to. This call occurred on 10/27/06 at approximately 5:45 PM. | 10/27/06 | Apologized; Trouble Ticket was issued. No follow requested. The agent did remember the call. Rem agent to check to see if they could eliminate the g disabling the Turbo Code and/or reducing the tran speed. Coached the agent to follow customer not announce the call as the notes state. Agent unde |
| 11/06 | Agent did not type out the recorded message upon reaching an answering machine. Customer had same problems with some agents; believes they need a training update on this issue. | 10/16/06 | Apologized for the problem and assured that the c would be sent in as stated. No call back requested she doesn't recall if customer notes requested to o the message. Educated her on procedures and to notes. |
| 11/06 | VCO customer stated that the agent took entirely too long to realize that she was VCO. | 10/11/06 | Apologized, asked VCO customer if agent saw he maybe they were not there. Caller did not know. N requested. Discussed call with agent. He does no call but understands VCO procedures. |

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| 08/06 | Every time someone tries to call VCO user, the operator reports a busy signal and the voice user cannot get through. VCO user called AT&T to check out the line and the TTY and they said everything was fine and in working order. VCO user would like relay to check and see if it's a problem within our system. | 10/08/06 | Took customer's address and information, assured customer we would do everything possible to find and fix the problem. Apologized for inconvenience. Follow up requested to locate any problems and contacted the customer to let them know. The line appears to be working fine and seems to be working as they should be. Told the customer to let us know if problem continues. |
| 09/26/06 | VCO customer reported male CA did not follow database note requesting a female CA. When customer asked why CA did not request a female CA, the CA responded that he missed the note, then CA did not type the ringing macro or recording. When VCO requested supervisor, and CA kept VCO on hold for long period of time without advising. After customer typed, CA responded that supervisor was on another call and asked if she wanted to make another call; customer requested to be transferred to RCS, but was not transferred. CA put on hold, then finally responded supervisor was busy. Customer hung up and called RCS. | 09/29/06 | Supervisor stated that she was on another call at the time. Agent stated that he missed the note requesting a female CA and that the customer had requested a supervisor. The agent said that he told the customer that the supervisor was on another call and would be a moment then the customer hung up. |
| 09/12/06 | Caller reported that the CA dialed and reached an answering machine. Typed only a few words then stopped and asked if customer wanted to leave a message. She prefers the entire message be typed so she can decide whether or not to leave her message. | 09/12/06 | Apologized for the inconvenience and told her the message would be sent to the call center supervisor. No follow up requested. Spoke with CA regarding the situation and advised her to type out complete message in the future. |
| 09/05/06 | CT VCO customer called to complain that this agent did not provide any information and was not typing everything heard. The customer said he was "no help whatsoever." | 09/05/06 | Apologized for inconvenience. No follow-up requested as customer is no longer employed. |
| 08/31/06 | CT VCO user stated the operator dialed and reached an answering machine. The operator typed (do you want to leave a message) The customer said no but wanted the operator to redial and type the machine message. The operator typed to the customer (I can not possibly type all of this message again). | 08/31/06 | Apologized to the customer. Customer would like to speak with supervisor via email. Coached agent on proper call procedures; agent did not recall this call but that the situation should not happen again. |

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| 9/06 | Caller said agent had a very strong southern accent and caller could not understand the agent; had to keep asking agent to repeat. Agent also took too long in between responses between caller and her daughter. Caller said she is an experienced relay user and agent definitely needs to be educated in the relay process. | 08/09/06 | Apologized; no follow up requested. Agent ID has assigned at this time. |
| 8/06 | Disconnect/Reconnect during calls | 08/08/06 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and traditional phone. Explained to customer why disconnection/reconnection might occur and sent email to reduce occurrence. |
| 9/06 | Disconnect/Reconnect during calls | 07/19/06 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and traditional phone. Explained to customer why disconnection/reconnection might occur and sent email to reduce occurrence. |
| 6/06 | Disconnect/Reconnect during calls | 07/06/06 | Apologized for incidence and sent customer information explaining the difference between a CapTel phone and traditional phone. Explained to customer why disconnection/reconnection might occur and sent email to reduce occurrence. |
| 0/06 | Agent sending garbled messages continually without an effort to correct it. | 06/30/06 | Team Leader met with agent who remembered this. Message was garbling, agent disabled Turbo Code help. Customer became angry and hung up. Supervisor advised agent that if this happens again in the future, to let them know. |
| 7/06 | Dialing Issue - Unable to dial regional 800 number | 06/07/06 | Technical support made an adjustment to allow dialing regional number successfully. |

DOCKET NO. 03-123

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